

Arizona Department of Administration (ADOA) Update By Goal

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
f. Promote health and wellness initiatives for State employees.	ADOA	Benefits	Ongoing	Wellness program successfully completed the second year of the new strategic plan and delivered an organized, collaborative menu of services via wellness contractors, interagency partnerships, and combined efforts with the medical vendors. Within the strategic plan, Wellness offered support programs and services which targeted specific health topics over the four quarters of 2013: Nutrition and Fitness; Healthcare Consumerism; Mental Health; and Diabetes. Program achievements include hosting 31 health seminars, over 140 screenings, and more than 160 flu clinics which served close to 14,000 state employees. Planning has begun for 2013/14 and efforts continue to encourage positive health behaviors and keep employees and members aware of the Wellness support services.
r. Ensure the State Fulfills its Mature Worker Friendly Employer Pledge	ADOA	Employment	Ongoing	State HR Managers and Staff received Arizona Mature Worker Friendly Employer training in 2011. Posters and bumper stickers been distributed to State agencies to advertise we are a mature worker friendly employer. ADOA is an active participant on both the Mature Workforce Committee and the Governor's Aging 2020 Committee, and retains certification as a Mature Worker Friendly Employer in November 2012 and the recertification will extend through November 2014. In September 2013, a recruiter represented ADOA at a job fair hosted by the Governor's Office on Aging.
s. Perform workforce analysis and provide proactive recruitment based on analysis.	ADOA	Employment	Ongoing	The Arizona Department of Administration recruitment activities/analysis remains strong. We will continue to strengthen our relationship with diversity organizations, colleges and universities to promote hiring and career advancement.

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.

With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.

Objective 5.4: Implement human resource policies that balance the needs of state employers with the changing needs of an aging workforce.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
k. Perform workforce analysis and proactive recruitment.	ADOA	Human Resources (HR)/Employment	Ongoing	See 2.4 s response
l. Enhance our recruiting efforts for military veterans, retirees and the mature workers	ADOA	Human Resources (HR)/Employment	Ongoing	The Department of Administration's recruitment efforts were revitalized by attending more job fairs and making a greater presence in the job market. In 2013, recruiters attended 3 career fairs hosted by Hiring Our Heroes to reach out to veteran job seekers. ADOA was also represented at a job fair sponsored by the City of Phoenix to interface with mature workers. ADOA will continue to explore our recruitment efforts and continue to grow our attendance at job fairs throughout the valley as well as reach out to networking groups to attract top qualified candidates. Researching feasibility of a "Veteran's" internship program.
s. Establish the State of Arizona Management Intern Program to attract, develop and retain talented individuals with an interest in a state government management career.	ADOA	Human Resources (HR)/Employment	Pilot this program beginning in January 2014 - ongoing	The Department of Administration will launch the State of Arizona Management Intern Program starting in January 2014. This pilot program will target graduates of all ages up to two years after completion of a four-year or higher degree or subsequent post-baccalaureate certification. Selected interns will serve six to nine month assignments with an opportunity to experience the many challenges and rewards of working in state government. Agency leaders from (ADOA, AHCCCS, ADHS, and ADOT) will participate in this pilot program evaluating interns for potential future employment based on requisite skills and successful performance within the organization.

Goal 8: Promote effective and responsive management for all aging services.

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

Objective 8.1: Leverage federal funds and use creative financing strategies to provide the necessary resources to address the needs of a growing aging population.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Create a competitive compensation plan for state employees.	ADOA	Human Resources Department (HRD) Classification and Compensation	Ongoing	In 2013 the State implemented a comprehensive overhaul of the performance management system. Under the acronym, MAP (Managing Accountability and Performance) nearly every state employee is evaluated annually on competencies, some of which are common across all of State government, and some are specific to the agency. This performance system serves as the backbone to support a compensation system that is designed to recognize and reward top performers. A suite of compensation strategies have been developed, including for the first time ever, an opportunity for agencies to provide variable incentives for significant achievements or successes. The State is continuing to implement the infrastructure to ensure that future salary ranges for each classification are tied to market pricing, ensuring that future salary decisions will be made with reliable data that is readily available.
b. Use claims utilization review to identify health issue and trends; identify employees' needs and focus programs on those needs; assist in controlling and reducing overall medical costs while improving the health of state employees.	ADOA	Benefits	Ongoing	Review of claims data and vendor operations also led to the implementation and refinement of programs which resulted in a more cost effective health and prescription program. A list of the programs and processes implemented has been included below: Implementation of a Medicare Part D EGWP Pharmacy Benefit Evaluation and Updating of the Pharmacy Clinical Guidelines, DPCA Program Split Fill Oncology Program Tobacco Cessation Med Results Program Proton Pump Inhibitor Med Results Program Crestor Med Results Program Onsite and Online Wellness Classes External Claims Audits Review of the End State Renal Claims Process Mayo Health Risk Assessment Medicare Eligibility Verification Antidepressant Dose opt

Key:	Participating State Agencies and Boards
ABOR	Arizona Board of Regents
ADHS	Arizona Department of Health Services
ADOA	Arizona Department of Administration
ADOH	Arizona Department of Housing
ADOT	Arizona Department of Transportation
AG	Arizona Attorney Generals Office
AHCCCS	Arizona Health Care Cost Containment System
AOT	Office of Tourism
DES	Department of Economic Security
DPS	Department of Public Safety
GACA	Governor's Advisory Council on Aging
GOA	Governor's Office on Aging